MEM - Member Requests for Publications

Purpose:
This procedure explains the process of how to handle a member's call regarding requests for publications.

Identification of Roles:
Customer Service Representatives (CSR)
Administrative Assistance (AA)

Performance Standards:
95% of Publication Requests responded to within 5 business days. 100% responded to within 7 business days.

Path of Business Procedure:
Step 1: Requests come by three different routes:
   a. Calls are routed by an Automatic Call Distributor (ACD) into a Publications queue.
   b. Written correspondence is scanned into OnBase Workflow (see OnBase procedures)
   c. E-mail inquiries into the website.

Step 2: Create Contact Log for each caller. (See Contact Log procedures)

Step 3: Verify the caller. (See Verification Procedures)

   a. If the caller is not a member, see Steps 4 & 5.
   b. If the caller is a member, proceed to Step 3.

Step 4: Verify with the caller what type of publication they are requesting.
   a. If the caller is requesting a Provider Directory:
      1. Ask what county they need the list for.
      2. Click on the Publication Request button on the contact log.
      3. Choose the county the caller has requested and the number of copies.
      4. Now click on submit request.
   b. If the caller is requesting any other publication:
      1. Click on the Publication Request button on the contact log.
      2. Choose the publication the caller has requested and the number of copies.
      3. Once all publications have been requested click on submit request.
   c. You may now complete your contact log as described in the Contact Log procedures.

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Step 5: If caller is not a member and would like to request a publication:
   a. Click on the Publication Request button on Contact Log.
   b. Choose the publication the caller is requesting and the number of copies needed.
   c. Enter 0000000m for ID# at bottom of request.
   d. Enter the caller's name in the Member Name field and their address in the lines below that.
   e. Once all publications have been selected, click on submit request.

Publication	Description
Care for Kids	This pamphlet explains the EPSDT program that is free for children and teens.
Child Care Assistance	A pamphlet that explains how to apply for childcare assistance.
Coventry Provider Directory	This is a list of providers that are enrolled with Coventry HMO
Estate Recovery Program	This form explains the Estate Recovery Program
Important Notice of Property Owners and Renters	A flier for elderly or disabled members that explains how they may be eligible for a tax suspension on their property that they own.
IA AIDS/HIV HI Premium Payment Program	This booklet explains how Medicaid can help pay the costs of private insurance premiums for individuals with Aids/HIV.
IowaCare Application	Send to those that would like to sign up for IowaCare.
IowaCare FAQ	This FAQ explains the IowaCare program.
Iowa Estate Recovery Law	Not currently in use
Medicaid for Employed Persons with Disabilities	A pamphlet that explains MEPD.
Medicaid for Families and Children	A booklet that explains Medicaid and who is eligible and how to apply.
Medicaid for Medically Needy	A pamphlet that explains Medically Needy/Spenddown.
Medicaid for People in Care Facilities	This booklet explains how Medicaid works for individuals in a nursing home or care facility.
Medicaid for Qualified Medicare Beneficiaries	A pamphlet that explains QMB.
Medicaid for SSI-Related Persons	This booklet explains how Medicaid works for those that are also on SSI.
Presumptive Medicaid Eligibility for Pregnant Women	This pamphlet explains presumptive eligibility and how to apply.
Protection of your Resources and Income	This booklet explains how Medicaid can help couples pay the cost of a spouse's care in a medical facility.
Right to Appeal Letter	This explains the member's right to appeal and how to do it.
State Supplementary Assistance	A pamphlet that explains how individuals on SSI may be eligible for State Supplementary Assistance and how to apply.
The HI Premium Payment Program for IA Medicaid	This brochure explains the HIPP program to members that may be eligible for private insurance.

Medicaid Waivers Home and Comm Based	This pamphlet explains the HCBS services provided to members.
Why Choose Coventry	A pamphlet that explains Coventry HMO.
Your Choice Booklet	This book explains Managed Health Care (MHC)
Your Guide to Medicaid	A book that explains Medicaid and its coverage.
MediPASS Provider Directory by County	A list of doctors that are enrolled in the MediPASS program by county.
Enrollment Forms (English)	The yellow enrollment form that members fill out to choose a MHC provider.
Your Choice Booklet (Spanish)	This book explains Managed Health Care in Spanish.
Medicaid FAQ	A FAQ that explains different things about Medicaid.
SIQ Supplemental Insurance Questionaire	This form can be used by members to add or remove TPL.
Consumer Choice Booklet	Two booklets that explain the Consumer Choice program.
IFPN Brochure	This explains the Iowa Family Planning Network and how to apply.

Step 7: Step 1: See the procedures for Accessing Workflow.

Step 8: Click on the MEM02 – Publications Requests folder to begin processing the publication requests. When you click this folder the first request form will automatically open.

Step 9: Review the Member Publication Request form to see all the items the member is requesting.

Step 10: Double click the Create Letter icon.

Step 11: Review the letter to make sure that all of the information is correct. Click the x in the corner of the letter once you are completed.

Step 12: A message will come up stating that the letter has been successfully created and attached to the document. Is that ok? Select Yes and you have completed the letter.

Step 13: The Administrative Assistant will print out the publication request letters.

Step 14: AA will put each publication in an envelope along with the publication request letter and mail out to the member.

Forms/Reports:
None

RFP References:
6.5.3

Interfaces:
MMIS Claims Inquiry SUBSYSTEM
OnBase Workview
OnBase Workflow

Attachments:
None